

Request for Proposal

Host, Design and Maintain The City of Pleasant Hill Web Site

**City of Pleasant Hill, California
9 April 2007**

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Purpose and Objectives

The City of Pleasant Hill solicits vendors for a Request for Proposal (RFP) from qualified contractors to design, implement and host a Web Site for the City of Pleasant Hill. This system is intended to achieve the following goals:

- **High bandwidth.** Capacity of handling video applications and graphics for multiple access to the public. Minimum speed is full T1 to the internet.
- **Hosted Facility.** Offers the highest level of redundancy in servers and back-up power.
- **Scalable.** Must have sufficient disk space at all time and room for new applications for expansion.
- **High levels of reliability.** Deliver 99.99% uptime.
- **Staff Information.** Providing staff information.
- **Project Information.** Information of projects.
- **Budget.** Providing information on the City Budgets.
- **Links.** Links to other web sites.
- **E-mail.** Contact Council and key personnel. Forms required on site for comments and drop down menu for contacts.
- **Information.** Other information to the Public as deemed necessary by the City of Pleasant Hill. All current information must be provided as in the current web site (www.ci.pleasant-hill.ca.us) and the Police Website (www.pleasanthillpd.com).
- **Web look.** Will be professional and esthetically pleasing. This web site will not remain constant and changed on a format approved by the City of Pleasant Hill yearly.
- **Forms.** Provide downloadable and printable forms. (see current website www.ci.pleasant-hill.ca.us) and routable.
- **Web Site Must have Content Management**
Departments will have assigned personnel to update their own part of the Web Site. (user names and passwords to each section).
- **Module approach** (example, HR section, take it out and put another in, plug in and plug out)
- **Ease of operation.** To end users and ease of posting photos.
- **ADA Compliant.**
- **Help topics on Opening Page (FAQ's).**
Example: City Hall
How do I apply for a building permit?
PD
How do I get a fix it ticket signed off?
Utilities
- **Event Calendar.** Opening page with ease for adding/removing events
- **Combine both PD and City Hall Web site into one Web site.** (current sites www.ci.pleasant-hill.ca.us and www.pleasanthillpd.com). (Prefer we use www.ci.pleasant-hill.ca.us as this is the common format for cities throughout the state)
- **Site must be viewable and formatted properly in most popular browsers.** Example - Netscape, IE, and Mozilla.
- **Site must support streaming video.** Granicus
- **PDF.** Site will have PDF documents and must have PDF download available to the end user if they do not have this and instructions on download/install.

- **Links to other web sites will open up on another window. (only on external links not within the city web site).**
- **Site must support E-mail notification to end user.**
Example user wants to be notified on an event. User will click on event notification and fill in appropriate E-mail to sent to. This E-mail will also be sent to a City Account specified.
- **Site must have on opening page.** Events such as notices, job announcements, Press Releases, RFP's that is inputted by City Personnel and expiration date which will automatically take that notice out and readjust format accordingly.
- **Archiving of all meeting agendas, staff reports, resolutions, etc. and video/audio of City Council and Planning Commission meetings.**
- **Alert capabilities on opening page.** Weather Watch, Important Meeting Notices, Security Alerts, Amber Alerts?, Community Service Day.
- **Municipal Code on opening page.**
- **Search function by keyword on front page and PDF search capabilities.**

INTERNAL USE

Employee section (FAQ's) with password protection.

1.1. Contact Information

The City of Pleasant Hill has designated James Ziegelman to be responsible for coordinating communications between City of Pleasant Hill and potential contractors. He may be contacted at:

City of Pleasant Hill
100 Gregory Lane
Pleasant Hill, CA 94523
925 671-5236

1.2. Quote Submittal Instructions

Vendors are to submit 1 electronic copy in 1 document to itmanager@ci.pleasant-hill.ca.us

In addition, 2 originals of the proposal on or before 17:00 on May 31st 2007 to:

James Ziegelman
City of Pleasant Hill
100 Gregory Lane, Pleasant Hill
California 94523

All quotes should be clearly marked "Quote for City of Pleasant Hill Web Site" .

Provide cost per month on site and all costs associated to this project.

It will be the sole responsibility of the vendor to have their quotes delivered to the City of Pleasant Hill before the closing hour and date. Late quotes will not be considered and will be returned unopened to the sender.

Quotes having any erasures or corrections must be initialed in ink by the vendor. The proposal must contain the signature of the duly authorized officer of the Submitter and must be signed in ink.

All costs incurred by the vendor in preparing the proposal, or costs incurred in any other manner by the vendor in responding to this proposal will be wholly the responsibility of the vendor. All materials and documents submitted by the vendor in response to this specification become the property of the City of Pleasant Hill and will not be returned to the vendor.

Any proprietary information contained in the proposal should be so indicated.

2. General Conditions and Instructions to Proposers

2.1. Proposal Format

To enable the reviewer(s) to fairly evaluate each quote, the Submitter will use the following proposal format:

Cover Letter

A one-page cover letter, signed by an authorized representative of the Submitter, must be included in the submittal. It must contain the name and address of the corporation or business submitting the proposal, as well as the name, address, telephone number, and title of the person authorized to represent the Submitter.

Contents

1. Executive Summary

The vendor will describe its approach to the installation of systems of this kind and identify any unique or distinctive features of the system that the vendor wishes the evaluation committee to give particular attention.

2. System Description

The vendor will provide a clear and complete description of the proposed system and **proposed samples of the web site**. The description will be sufficient to enable the evaluation committee to determine that the proposal satisfies the RFP requirements and meets the needs of City of Pleasant Hill.

3. Vendor Qualifications

The vendor will provide a brief description of its company and company history. The vendor will also provide a list of past projects that the vendor believes qualifies it to undertake the City of Pleasant Hill's project.

4. Costs

The vendor will provide detailed costs of this project and monthly hosting fee's.

2.1.1. System Parameters

The system proposed will be low maintenance and will require constant configuration changes by the end users.

2.1.2. System Capacity and Scalability

The vendor shall make clear how the system provides an expansion path for potential expansion of the area of service.

The system shall provide high bandwidth capacity to multiple customers.

The vendor shall describe what is required to expand capacity beyond the proposed solution.

2.1.3. Reliability and Fault-tolerance

The system shall offer high levels of reliability and deliver 99.99% network uptime within the coverage area.

The system as proposed must provide protection against local environmental disrupters and resiliency for interference. This protection must operate automatically and not require manual intervention.

2.1.4. Network Topology

Vendor shall specify the network topology of the proposed system. Identify operating system, equipment and type of connection to the internet.

2.1.5. System Training

Vendor shall provide adequate training to City staff on all functions of the web site, including but not limited to updating information, routine maintenance, and changes to web pages and content.

2.1.6. Business License

The City of Pleasant Hill requires vendors who work in Pleasant Hill to have a City Business License.